BUSINESS ADMINISTRATION SYSTEMS OPERATIONS MANAGEMENT CERTIFICATE

Program Description

The Business Administration Systems Program prepares students for a variety of careers in business. A core curriculum provides students with a foundation of knowledge applicable to any business career. The Business Administration Systems Program offers an Associate in Applied Science degree, diplomas and a variety of certificates in the areas of Accounting, Entrepreneurship, Finance, Financial Perspectives, General Business, Hospitality Management, Human Resource Management, Industrial Supervisor, Leadership, Management, Office Systems, Operations Management, Real Estate Management, Sales, Small Business Management, Team Leadership, Telecommunications Systems Management and Turf Grass / Landscaping Management. The Leadership Certificate enables the student to qualify for leadership positions, work effectively in teams, lead problem solving work groups, understand the conflict resolution processes and plan effectively.

List of Colleges

Ashland Community and Technical College, Big Sandy Community and Technical College, Southcentral Kentucky Community and Technical College, Elizabethtown Community and Technical College, Gateway Community and Technical College, Hazard Community and Technical College, Hopkinsville Community College, Jefferson Community and Technical College, Madisonville Community College, Maysville Community and Technical College, Owensboro Community and Technical College, Somerset Community College, Southeast Kentucky Community and Technical College and
West Kentucky Community and Technical College offer this certificate.

One of these colleges must be designated as your Home College. Even though the classes will be delivered by different KCTCS colleges, only the Home College will admit you and take care of all of your student service needs including advising, library services, billing, financial aid, etc.

Getting Started

Students may register for KCTCS online classes offered system wide directly at any KCTCS college. Individuals may also complete a "course inquiry" submit form through www.kyvc.org . KYVC course inquiries are submitted directly to the KCTCS Home College identified by the student. The student's chosen Home College processes the course inquiry either through formal admission procedures or class enrollment. Additional information about KCTCS admission requirements and college contacts may be accessed at http://www.kctcs.edu/en/Students/LearnByTerm.aspx.

BAS – Operations Management Certificate

Upon completion of this certificate, the graduate can:

1. Describe the private enterprise system.
2. Describe the management, human relations, and marketing skills necessary to manage a business in a capitalistic economy.
3. Describe the importance of current and accurate financial information in managing a business.
4. Use appropriate business vocabulary.
5. Describe the communication process and the communication model.
6. Practice the art of active listening.
7. Clarify personal leadership characteristics and supervisory techniques that essential for leading and motivating others.
8. Utilize time and stress management techniques for achieving both personal and organizational objectives.
9. Utilize interpersonal skills to positively relate to individuals of diverse backgrounds and status.
10. Apply ethical practices in making decisions and in leading and supervising others.
11. Utilize effective verbal, nonverbal, and written communication techniques.
12. Explain the significant factors that necessitate quality improvement in manufacturing and service industries.
13. Describe the major quality improvement initiatives and their impact on manufacturing and service operations.
14. Demonstrate the use of problem-solving techniques in a team setting.
15. Describe the transition to the supervisor role and its responsibilities.
16. Describe the requisite competencies for supervisors.
17. Identify the human relations skills, communications and change management and conflict management skills necessary for successful supervision.
18. Describe the role of the supervisor in hiring, evaluating and compensating employees.
19. Identify how operations can contribute to the analysis and solution of business problems.
20. Explain the long-term and short-term decisions that operations managers face.
21. Identify best practices in leading operations management organizations.

Course Requirements

Here is a listing of the classes involved in this certificate. There may be additional courses that meet these requirements. Please check the current course catalog and online class schedule for additional information and offerings. The entire Associate in Applied Science degree may be completed online; however, some faculty may require proctored exams. Approved proctored sites are listed at http://www.kctcs.edu/en/Students/LearnByTerm.aspx under student services.

Operations Management Certificate

Course Prefix Required	Course Number	Course Title	Credit Hours
BAS	160	Introduction to Business	3
BAS	287	Supervisory Management OR	3
BAS	288	Personal & Organizational Leadership OR	(3)
QMS	101	Introduction to Quality Systems	(3)
BAS	289	Operations Management OR	3
MFG	256	Production Management	(3)
COM	181	Basic Public Speaking OR	3
COM	252	Introduction to Interpersonal Skills	(3)
		Total Credits	**12**

Helpful links:

APPLICATION: http://www.kctcs.edu/students/admissions/apply_online.aspx

CALENDAR: http://www.kctcs.edu/Students/LearnByTerm/Calendar.aspx

CONTACTS: http://www.kctcs.edu/Students/LearnByTerm/Learn_By_Term_Advisors/College_Contacts.aspx

COURSES: http://www.kctcs.edu/Students/LearnByTerm/Online_Courses.aspx

FINANCIAL AID: http://www.kctcs.edu/Students/Costs_and_Financial_Aid.aspx

GETTING STARTED: http://www.kctcs.edu/Students/LearnByTerm/Getting_Started.aspx

STUDENT TUTORIAL: http://www.kctcs.edu/Students/LearnByTerm/Tutorials.aspx

KCTCS COURSES AVAILABLE AT KYVC: http://kyvc.org/